

Complaint about childcare provision

113469/ C117135

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Summary of complaint

On 2 November 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit to the premises and found that the provider did not have records to show that Criminal Records Bureau disclosures had been obtained for all adults working on the premises.

Following our investigation, we issued a notice to improve that asks the provider to keep records of the information used to assess suitability of all adults who work on the premises on which the childcare is provided, such records must include the unique reference numbers of Criminal Records Bureau disclosures obtained and the date on which they were obtained - the Early Years Foundation Stage General Welfare Requirements - Suitable people.

We have received a response from the provider and are satisfied with the action taken. The provider remains registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)